

**TITLE OF GROUP OF CLASS      TECHNICAL SUPPORT SPECIALIST I****TITLE OF CLASSES IN GROUP**

	Class Code	EO
(DOS/MVS)	02790701	B
(UNIX NETWORK)	02790702	B
(TELECOMMUNICATIONS)	02790703	B
(OS 400/NETWORK)	02790704	C
	Pay Grade:	28A

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for performing a variety of routine technical support tasks within the area of specialization directly related to the operation of mainframe and mini computers, networks, and/or telecommunications systems, as well as other directly related systems; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior from whom are received general and specific instructions and assignments; work is reviewed while in process and upon completion for conformance to prescribed instructions and proper application of system management techniques.

**SUPERVISION EXERCISED:** Usually none, but, as required, may supervise clerical subordinates assigned to assist.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for performing a variety of routine technical support tasks, with the area of specialization, directly related to the operation of mainframe, mini computers, networks, and/or telecommunications systems, as well as other directly related systems.

To assist in the installation and maintenance of mainframe, mini computer and/or network operating systems, data management, telecommunication, system performance, capacity management, and utility software.

To assist with the installation, troubleshooting and maintenance of peripheral and communications devices, directly related to area of specialization.

To assist in implementing methods and procedures necessary to support activities relating to installation, modification, problem resolution, performance, operational and planning capacity management activities in the designated hardware and software environment.

To assist in designing, coding, testing, and debugging specialized software required by the installation.

To assist in providing technical support services to a variety of system operation activities including programming, system analysis and other related operations within the designated environment.

To attend training sessions to keep abreast of new or improved software and procedures.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS AND CAPACITIES:** A working knowledge of the principles, practices, methods and techniques of hardware and software management in the area of specialization, and of operational and system capabilities and intricacies; a working knowledge of the methods and procedures of system installation, modification, performance, operational and capacity management in the designated mainframe, mini computer, network, and/or telecommunications hardware and software environments; a working knowledge of the personal computers and related peripheral equipment; the ability to perform routine hardware and software installation and maintenance activities in the specified environment; the

ability to assist with the design, coding, testing and implementation of specialized software related to the area of specialization; a working knowledge of systems programming and systems analysis; the ability to assist in providing technical support in designated areas of computer systems, network, and telecommunications operation; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing including or supplemented by successful completion of courses in Computer Science; and

Experience: Such as may have been gained through: employment in a technical position involving system design, systems analysis or systems programming.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: April 27, 1997

Editorial Review: 3/15/03